



Please make sure your  
microphone on your  
computer or phone is **muted**.

We will be starting in a few moments.  
Thank you

**VA**



U.S. Department  
of Veterans Affairs

# Wilmington VA Virtual Veteran Town Hall

December 9, 2021





# Agenda

- ❖ Director Updates
  - ❖ Priorities and Focus
  - ❖ TeleUrgent Care
  - ❖ Billing Moratorium
- ❖ Physical Therapy in CBOC's
- ❖ Women's Health
- ❖ Caregiver Support Program



# Wilmington's Focus FY 2022

Exceptional  
health care to  
promote the  
health and  
well-being of  
Veterans.

1. Putting Veterans first by providing quality care every day in every service.
2. Ensuring our employees have a good place to work.
3. Developing and sustaining a culture of safety, quality and excellence. (Do no harm)
4. Walk the talk in a respectful and collaborative manner.
5. Leadership focused on creating a culture that is passionate about innovation and continuous learning.



# TeleUrgent Care

**Veterans receiving health care at VA medical centers in your area can now obtain care with a video chat or phone call.**

## 1-833-TELE-URGENT

(1-833-835-3874)

Our Tele Urgent Care staff can advise you about your care and also help treat many common conditions including:

- minor cuts, scrapes, rashes and skin irritations
- tick, insect and spider bites
- common cold, cough and flu
- headaches
- sprains, back pain and joint pain/stiffness
- pink eye
- urinary tract infections
- upset stomach and constipation

 Learn more at  
[www.visn4.va.gov/tele-urgent](http://www.visn4.va.gov/tele-urgent)

## Tele Urgent Care

**Veterans are now able to participate in a secure video or phone appointment with a VA tele urgent care provider.**

A registered nurse will give you advice and guide your care for prompt service if tele urgent care is right for you.

## 1-833-TELE-URGENT

(1-833-835-3874)

*Or dial the main number of your local VISN 4 VA medical center and press option #3*

Available to Veterans receiving care at VA medical centers in VISN 4 including Altoona, Butler, Coatesville, Erie, Lebanon, Philadelphia, Pittsburgh, Wilkes-Barre and Wilmington.

 Learn more at [www.visn4.va.gov/tele-urgent](http://www.visn4.va.gov/tele-urgent)



**Choose** 

Tele Urgent Care may be an option if:

- You live far from your VA facility
- You have health conditions that make traveling to the VA difficult
- You lack time to attend in-person appointments
- You don't require a hands-on physical examination

Tele Urgent Care uses the VA Video Connect app. To learn more and test your device, visit [mobile.va.gov/app/va-video-connect](http://mobile.va.gov/app/va-video-connect).



 **Save time!**  
*No need to travel to a VA facility!*

 **Save money!**  
*No co-pay needed!*







# Billing Moratorium

- VA suspended debt collection April 6, 2020 and will restart debt collection Oct. 1, 2021, however, VA will not deduct debts from benefits payments until January 2022.
- Veterans and beneficiaries with questions or requiring assistance on debt management can access the following resources:
  - For benefit debt information, review frequently asked questions, submit requests [online](#) or call 1-800-827-0648.
  - For medical care and pharmacy services copayment debt, contact the Health Resource Center at 1-866-400-1238.

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# Physical Therapy in CBOC's Chris Wagner



## CBOC PT Program updates

- Pulleys and TheraBand station
- Equipment sanitization procedure update.





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# Women's Health

Jen Coy

Melissa Stoops



# Women's Health

- New Women Veterans Program Manager selected
- Focus groups quarterly – WH wants input from Female Veterans on how we can improve services.
- Office of Women's Health funding for new positions
  - Women's Health Nurse Navigator – tracks preventative health screening and maternity care coordination. Onboard
  - Women's Health PACT Social Worker – provides biopsychosocial support to Female Veterans. Recruiting
  - Dietician – provide gender specific nutritional and dietary education. Recruiting



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# Wilmington VA Caregiver Support Program

Tracy Pearson, LCSW, CCM  
Program Manager





# Program for General Caregiver Support Services **PGCSS**



# Caregiver Support Program

## PGCSSS Eligibility

The Program of General Caregiver Support Services serves caregivers of enrolled Veterans of *all* eras



A General Caregiver is defined as a person who provides personal care services to a Veteran who:

Needs assistance with one or more activities of daily living (ADL)

**OR**

Needs supervision or protection based on symptoms or residuals of neurological care or other impairment or injury



# Caregiver Support Program

## Services Available

### Program of General Caregiver Support Services (PGCSS)

- Training and education (e.g. Building Better Caregivers, REACH VA, Annie Caregiver Text)
- Diagnosis specific programs for Caregivers
- Caregiver Support Program website
- Caregiver Support Line (CSL)
- CSL Education Calls
- Self-Care Courses
- Email list for monthly newsletters and updates

### Program of Comprehensive Assistance for Family Caregivers (PCAFC)

- Financial Stipend
- Access to CHAMPVA (if health uninsured)
- Mental health counseling
- Caregiver training
- Enhanced respite services
- Beneficiary travel, lodging, and sustenance for medical appointments
- Ongoing monitoring





# Caregiver Support Program

## Program for Comprehensive Assistance for Family Caregivers **PCAFC**



# Caregiver Support Program

## PCAFC Services

- PCAFC services for eligible Family Caregivers include:
- Education and Training
- Access to CHAMP VA Healthcare Insurance  
*(If caregiver is otherwise uninsured)*
- Mental Health Counseling
- Financial Stipend
- Enhanced Respite
- Travel and per diem compensation  
*(when traveling for a Veteran's VA medical appointment)*



# Caregiver Support Program

## Veteran Eligibility Requirements

The Veteran must have a serious injury, which is a single or combined service-connected disability rating of 70% or more, and meet the following eligibility requirements to participate in the Program of Comprehensive Assistance for Family Caregivers:





# Caregiver Support Program

## Eligibility Criteria continued

The individual is either:

- A Veteran; or
- A member of the Armed Forces undergoing a medical discharge from the Armed Forces.
- The individual has a serious injury (including serious illness) incurred or aggravated in the line of duty in the active military, naval, or air service:
  - On or after September 11, 2001; or
  - Effective on the date specified in a future Federal Register document, on or before May 7, 1975; or
  - Effective two years after the date specified in a future Federal Register document, after May 7, 1975 and before 9/11/2001



# Caregiver Support Program

## Applying to PCAFC

- Complete online application by :
- Visiting [www.caregiver.va.gov](http://www.caregiver.va.gov)
- Calling 1-855-488-8440
- Completing VA Form 1010CG and submitting to :
  - Program of Comprehensive Assistance for Family Caregivers
  - Health Equity Center
  - 2957 Clairmont Road NE, Ste 200
  - Atlanta, GA 30329-1647

If you have questions or concerns, please feel free to call the Wilmington VA Medical Center Caregiver Support Team by calling,  
302-994-2511 ext. 4764 Monday – Friday 8:00 a.m. – 4:30 pm.



# Caregiver Support Program

## We are here for you!

- **Caregiver Support Program Manager**

- Tracy Pearson, LCSW, CCM

- **Comprehensive Caregiver Support Coordinator**

- Cheryl Richardson, RN

- **General Caregiver Support Coordinator**

- John N. Austin Jr., LCSW

- **Program Support Assistant**

- Kam-Marie Seghit

- **Comprehensive Caregiver Support Coordinator**

- Robin Meyer, LCSW

- **General Caregiver Support Case Manager**

- Koryn Lantz, LMSW

**Centralized Line: 302-994-2511 ext. 4764**



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# Open Forum

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